

JOB OPPORTUNITY

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications for Case Coordinator Series

This position is part of a series that includes a number of levels. Employees in the series are eligible to advance to the higher levels consistent with this job description and Trial Court policies.

All Applications must be received by:

SUMMARY OF SERIES:

ORGANIZATIONAL LEVELS:

Case Coordinator I - This is the entry level position title within this series. Employees at this level are expected to coordinate a sub-unit or functional area within an office and the processing of cases within that sub-unit or functional area from beginning to end. Employees may also perform courtroom related responsibilities on these cases.

Coordinator II - This is the second level position title within this series. Employees at this second level are expected to be involved in quality control activities within the sub-unit or functional area and to be able to perform mid-level administrative responsibilities for the office in the areas of budget administration, payroll, and purchasing. May also serve as a back-up to a higher level series

MAJOR DUTIES:

Case Coordinator I Duties:

Coordinates the case processing functions within a sub-unit or functional area of an office.

Coordinates work flow, provides technical assistance, answers questions, and resolves problems within the sub-unit or functional area, and determines further actions to be taken.

Identifies training needs of case processing staff and participates in the development and implementation of training programs within the sub-unit or functional area.

Coordinates the scheduling and calendaring of cases and/or hearings, the preparing and

sending of notices to parties, and exercises judgements on the rescheduling of matters within established guidelines.

Ensures that cases are prepared and ready for court sessions or hearings, and may attend court or hearings concerning such cases to provide technical assistance and to record dispositions.

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. Serves as a point of contact for information concerning cases processed within the sub-unit or functional area who is capable of responding to any inquiry within established guidelines. May use specialized communication skills in performing these duties.

Trains staff in the use of automated systems and word processing software, introduces new versions or functions, trouble-shoot problems, and attends meetings.

Coordinates the collection and reporting of statistics concerning cases processed.

Performs the duties of the lower level series as required.

Case Coordinator II Additional Duties:

Regularly monitors the accuracy, completeness, and timeliness of case processing activities within the sub-unit or functional area.

Evaluates and recommends ways to improve case processing activities within the sub-unit or functional area.

Performs mid-level administrative duties such as preparing payment vouchers to pay for goods received, recording MMARS documents in the Budgetary Control Register, and preparing monthly expenditure reports and other fiscal documents and reports.

Provides assistance in the areas of payroll and workers' compensation, including keeping records, helping staff understand benefits and policies, and preparing forms.

Provides assistance in the maintenance of time and personnel records for employees within the work unit or office, and in the preparation of personnel and payroll documents.

Prepares a variety of reports using spreadsheets and similar software.

May serve as the back-up to a higher level series.

Performs all of the duties of the lower level in this series as required.

POSITION REQUIREMENTS:

Case Coordinator I Requirements:

Graduation from high school or its equivalent and a minimum of four years of relevant court experience, or an equivalent combination of education and experience (especially supervisory experience).

Considerable knowledge of court procedures to permit the supervision of cases and staff.

Considerable knowledge of procedures and policies governing court sessions.

Considerable knowledge of word processing software and other automated systems and the ability to teach and train staff in their use and solve problems.

Ability to plan, assign and supervise the work of subordinate employees.

Ability to identify and understand problems and to determine the appropriate measures to take to solve those problems.

Considerable interpersonal skills, including the ability to establish and maintain effective working relationships with others.

Ability to make work decisions in accordance with the law, regulations and department rules.

Considerable experience and ability to serve the public and others with business with the court in a courteous and professional manner.

Case Coordinator II Additional Requirements:

A minimum of two years of experience as a Case Coordinator I.

Considerable knowledge of spreadsheet software and data base management software.

Working knowledge of Trial Court fiscal policies and procedures.

Working knowledge of Trial Court personnel policies and procedures.

Demonstrated ability to monitor case processing activities in order to maintain quality control standards.

Demonstrated ability to identify problems and to recommend improvements to case processing activities.

Demonstrated ability to prepare fiscal documents and reports, and personnel documents in accordance with Trial Court policies and procedures.

ENTRY LEVEL SALARY:

Completed Trial Court Application for Employment should be forwarded to:

Trial Court Applications for Employment are available at all court locations and at the Administrative Office.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER